

Bureau of the Fiscal Service

July - September 2021
Volume 2, Issue 3

AS FISCAL SERVICE PIVOTs...



Change in Product Owner

Effective August 30, 2021, Philip Tropea started a detail opportunity with Retail Securities Services with the Bureau of Fiscal Service. He will share his comprehensive payment management and information technology experience as the new Director to aid in their continued modernization efforts. Phil has served as both the Business and Product Owner in the Post Payment Modernization Initiative (PPMI) since 2018. He led the efforts with Post Payment Modernization Division (PPMD) through multiple stages in developing the Payment Information and View of Transactions (PIVOT) application within the National Payment Integrity Resolution Center.

Daniel Kwiatkowski is now the PPMD Director and PIVOT Product Owner. Dan previously served as the Operations Support Division Director responsible for legacy post payment applications (PACER, TCIS, TCS, TRACS) as well as oversight of post payment reporting and reconciliation, project management, IT, and administrative services. As the Product Owner, Dan will be responsible for all aspects of the project.

Gary Swasey, the Director of the Post Payment Division, will now hold the PIVOT Business Owner role to represent the business and user community during the decision-making process for the business process re-engineering.

Please join the PIVOT team in congratulating Phil, Dan, and Gary in their new roles.

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PIVOT IT Corner...

Welcome back to the PIVOT IT Corner, where the different areas of IT regarding PIVOT are highlighted. Last quarter on the IT Corner, we discussed input files and how that relates to the infamous standard cancellation file (SCF). In this quarter we have to discuss another type of input that PIVOT receives, user input(s) through the user interface.

The user interface provides input to the PIVOT system from users (both internal and external) as it receives information to assist in post payment processing. Depending on the role, the users can upload check return files and/or correspondence and manually enter a return check if it is not scannable (mutilated). Claims users can take various actions against a disbursed check payment through the PIVOT user interface. Just as with the file inputs that come into PIVOT, user input will also be used to generate data to the SCF. Users also have to be mindful of the cutoff for PIVOT's end of day processing times for timing of the actions.

In our next IT Corner, we will get more into the different technologies that makes this work.

*“We cannot do great deeds unless we are willing to do the small actions
that make up the sum of greatness”
–Theodore Roosevelt*

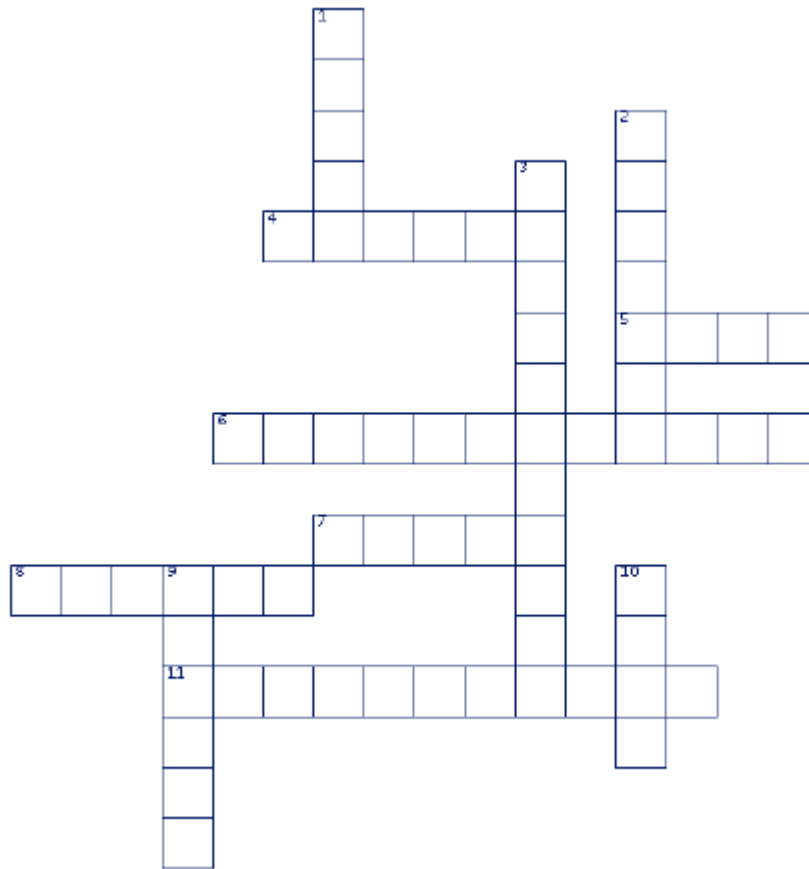
EPIC 10 Work Completed

PPMI has completed Epic 10, which started on June 2 and ran through August 31, 2021. During this timeframe the team's focus was on internal validation during the parallel seven weeks to address any issues found.

In addition, the development team:

- Completed the TOP deny processing
- Updated user interface and business intelligence for non-entitlement and claims of lost/stolen payments (fraud)
- Added more claims details to the standard cancellation file
- Updated the transcript to pass credits
- Built more alerts and expanded file monitoring
- Made architecture updates

Crossword Puzzle



ACROSS

4. Check payment that came back due to bad address
5. Set of features to be completed in a specific timeframe
6. Reversal of a payment and passing credit back to originating agency
7. Framework to team collaborating
8. Reduction of a payment to satisfy a previous obligation to the government
11. Procedure used by the government to recover benefit payments made to individual that is deceased

DOWN

1. Development methodology based on iterative incremental approach
2. Temporary endeavor with a start and end date
3. Payee that is eligible for a payment
9. Single cycle in the iterative development process
10. Code to identify transaction to a reason placed on payment

AGILE TERMOLOGY

Agile: A development methodology based on an iterative, incremental and transparent approach.

Epic: Work to be completed based on a set of features. PPMI started using three-month timeframes for each Epic. It is a helpful way to organize and prioritize work.

Sprint: An iteration that lasts two weeks. A sprint is a single cycle in the iterative development process used by Scrum.

Scrum: A framework for team collaborating using an interactive process referred to as sprints.

PIVOT Agency Outreach

During the past quarter we held some one-on-one discussions regarding requirements, file formats, and new process flows with the following agencies at their request:

- SSA/SSI
- Veterans Admin.
- Thrift Savings Plan
- Dept. of Defense
- Corp for National Security

Agencies are welcome to contact our Outreach Team to schedule a session.

E-mail: PPMI@fiscal.treasury.gov

Summer Virtual Benefit Agency Summit

The benefit agency summit, held on July 29, 2021 by the PIVOT Team, was a “virtual” success. This summit was attended by 79 participants representing the various benefit agencies. The success was apparent through their interactive participation during the event and positive feedback via the event survey.

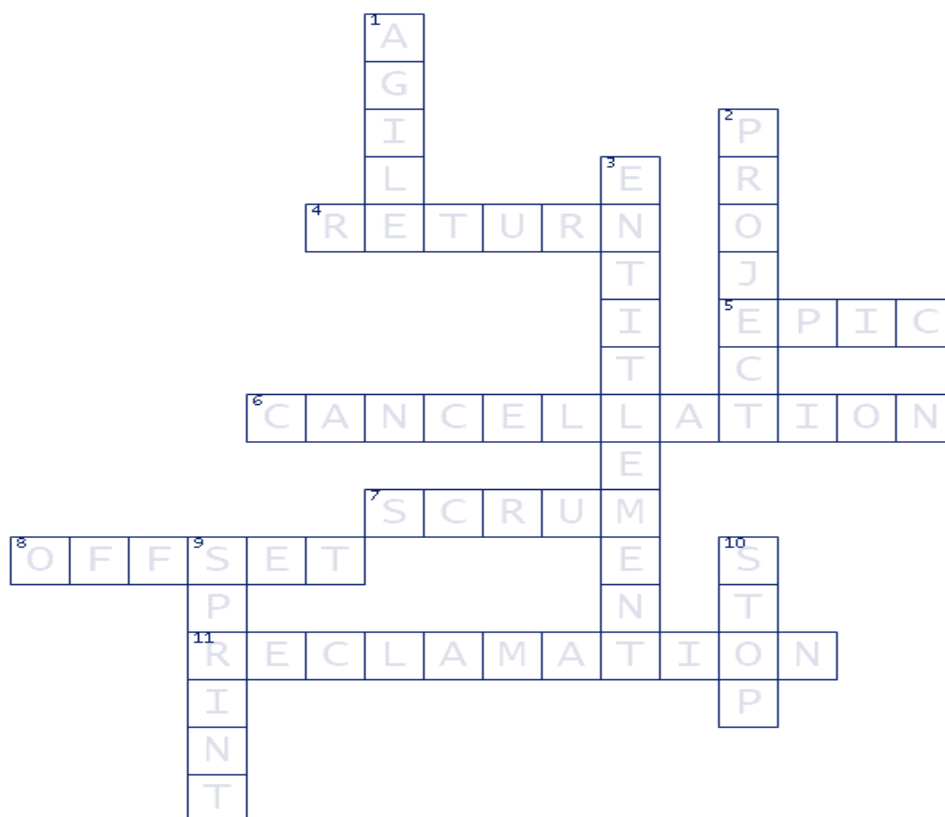
The summit showcased the claims activity currently being developed. The summit also shared the achievements from the internal parallel operations validation from seven weeks of successful internal operations handling the large volume of the child tax credit and validating the re-engineered business modernization. Another subject discussed was the impacts to agency systems for checks via the standard cancellation file and processing of legacy bulk claims.

Demonstrations showcased the built-in business intelligence of the claims functionality, updates made to refine the cancellation listing based on user feedback, and the attachment of correspondence to return check items.

Closing out the event the PIVOT team reviewed and affirmed their customer focus commitment reminding participants of the engagement opportunities. In addition to the summits, we publish a quarterly newsletter, and one on one sessions can be scheduled by emailing the outreach team at PPMI@fiscal.treasury.gov.

“Alone we can do so little; together we can do so much” – Helen Keller

Crossword Puzzle Answer



PPMI (PIVOT)

Bureau of the Fiscal Service

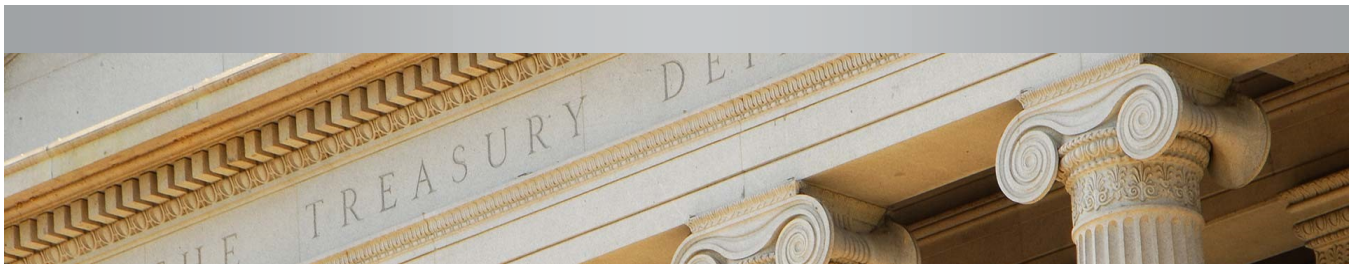
National Payment Integrity & Resolution Center

Our vision is to transform the work we do now by engaging our customers and re-engineering to a modern, data-driven efficient process which align with changes in the payment industry.

UPCOMING EVENTS

The vendor/misc. agency summit was held on October 14, 2021. Next up will be the benefit agency summit. As these events are planned, they will posted at: www.fiscal.treasury.gov/training/ and a subscriber notification will be sent to individuals subscribed to our mailing list.

To sign-up to our mailing list , send an email to [join-ppmi@lists.fiscal.treasury.gov](mailto:ppmi@lists.fiscal.treasury.gov).



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<https://www.fiscal.treasury.gov/ppmi>

